

Evaluating Program Support and System Design Services: Design Document

The U.S. Institute for Environmental Conflict Resolution (U.S. Institute) provides leadership and assistance to agencies/organizations developing collaborative problem solving and dispute resolution programs and systems. Program development and system design services include assistance with planning, developing, designing, implementing, evaluating, and/or refining federal environmental conflict resolution programs, systems for handling administrative disputes, or approaches for managing environmental decision making (e.g., with processes under the National Environmental Policy Act (NEPA)).

The U.S. Institute has designed an evaluation system to (a) measure and report on the performance of program development and system design services and (b) to facilitate continual learning and improvement when evaluation information is gathered, analyzed, and shared with program managers/administrators, users, and other appropriate audiences.

Design Elements and Data Collection

Agency representatives and key project participants who request and receive U.S. Institute program support and system design services will be asked to complete a voluntary questionnaire containing seven questions (Appendix A). The questionnaire will require fill-in-the blank and open-ended responses. *Affected Entities:* Entities potentially affected by this action are individuals who benefit from program support and system design services from the U.S. Institute. *Burden Statement:* It is estimated that the annual national public burden and associated

costs will be approximately six hours and \$234, respectively. These values were calculated assuming that on average: a) agency representatives or key project participants require six minutes to complete the questionnaire; b) there will be 60 responses each year; and c) on average three agency representatives/key participants are involved in each initiative. Cost burden estimates assume: a) there are no capital or start-up costs for respondents, and b) respondents' time is valued at \$39/hr.

Data Use and Audiences

Information from the questionnaire will permit the (a) measurement and reporting of, (b) measurement and reporting of program performance when the data are aggregated across all evaluated program support and system design services, and (c) will be used to improve the design and execution of future program development and system design initiatives. The evaluation audiences include the agency representatives, prospective users, project managers/administrators, and the Office of Management and Budget.

For more information contact:

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